Privacy Notice

Who We Are

Burnley Together is a community support service that provides information, advice, practical assistance and referrals to residents across Burnley and Padiham.

We are committed to protecting your privacy and ensuring that your personal information is handled lawfully, fairly and transparently.

This privacy notice explains what information we collect, how we use it, who we share it with, and your rights in relation to your personal information.

This privacy notice reflects our obligations under UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025. We keep our privacy information under regular review to ensure it remains accurate, up to date and compliant with legal and regulatory requirements.

What Information We Collect

We may collect and process the following types of personal information:

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Details about your household and circumstances
- Information about your support needs
- Records of interactions and correspondence with us
- Information relating to referrals and support services
- Any other information that is relevant to the assistance you have requested

We only collect information that is necessary for the purposes outlined in this notice.

How We Use Your Information

We use your personal information to:

- Provide advice, guidance and support services
- Assess your needs and identify appropriate support

- Manage referrals to partner organisations
- Coordinate assistance and monitor support provided
- Maintain accurate records of our interactions with you
- Monitor and improve our services
- Produce anonymised reports and service performance information
- Meet our legal, regulatory and contractual obligations

Information is recorded to enable ongoing support and ensure that assistance can be provided effectively and consistently.

Our Lawful Basis for Processing

The primary lawful basis we rely on for processing personal information is legitimate interests under Article 6(1)(f) of the UK GDPR. Our legitimate interests are to provide advice and practical support to residents, assess support needs, coordinate assistance and referrals, maintain accurate service records, and manage and improve our services.

We rely on legitimate interests only where using your information is necessary for these purposes and our interests are not overridden by your interests, rights and freedoms. This involves assessing the purpose of the processing, whether it is necessary, and its impact on you, taking account of your reasonable expectations and any particular vulnerability. Contacting our service or providing information does not, by itself, mean that you have consented to processing.

There may also be occasions where we process or share information with Burnley Borough Council to support the delivery of statutory services or to assist the Council in carrying out its official functions. In these circumstances, processing may be undertaken under the public task lawful basis.

Regardless of the lawful basis relied upon, Burnley Together will only process personal information where it is necessary, proportionate and in accordance with applicable data protection legislation.

Who We Share Information With

We may share information with organisations where it is necessary to provide support, fulfil a request, protect individuals, or meet legal obligations.

This may include:

- Burnley Borough Council
- Health and social care providers
- Housing, support and voluntary sector organisations
- Food support providers
- Community partners

- Funding, commissioning and regulatory bodies
- Emergency services where required

Information is only shared where there is a lawful basis to do so and only the minimum necessary information will be disclosed.

How We Protect Your Information

We take appropriate technical and organisational measures to protect your personal information from unauthorised access, loss, misuse, alteration or disclosure.

Access to personal information is restricted to those who require it to carry out their role and provide support services. Information is stored securely and managed in accordance with our information governance policies.

How Long We Keep Your Information

We will retain personal information only for as long as it is necessary to fulfil the purpose for which it was collected and to meet legal, regulatory and contractual requirements.

Once information is no longer required, it will be securely disposed of in accordance with our retention arrangements.

Your Rights

Under UK GDPR, you have the right to:

- Be informed about how your information is used
- Request access to your personal information
- Request correction of inaccurate information
- Request erasure of information in certain circumstances
- Request restriction of processing in certain circumstances
- Object to processing in certain circumstances
- Request transfer of your information where applicable
- Withdraw consent where processing is based on consent

Your right to object: Where we rely on legitimate interests, you have the right to object at any time to our use of your personal information on grounds relating to your particular situation. To do so, please contact us using the details below.

To exercise any of these rights, please contact us using the details below.

Contact Us

If you have any questions about this privacy notice or how your personal information is processed, please contact:

Data Protection Team
Burnley Together

September 2026

28 Market Promenade
Charter Walk Shopping Centre
Burnley
BB11 1AE

Email: dataprotection@calico.org.uk

How to Complain About How We Use Your Personal Information

If you have concerns about how we collect, use, share, store or otherwise handle your personal information, you have the right to raise a data protection complaint directly with us.

How to make a complaint

Email: dataprotection@calico.org.uk

Post:

Data Protection Team
The Calico Group
Centenary Court
Croft Street
Burnley
Lancashire
BB11 2ED

You do not need to use legal language or quote the law. Please include, if you can:

- Your name and contact details
- What has happened and when
- The service or team involved (if known)

What happens next

We will acknowledge your complaint within 30 days of receiving it. We will take appropriate steps to investigate your concerns and may make enquiries with relevant teams. We will tell you the outcome of our review without undue delay.

If You Remain Unhappy

If you are not satisfied with our response, you have the right to contact the Information Commissioner's Office (ICO), the UK's independent authority for data protection.